



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-3873
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE
AUDITOR-CONTROLLER

MARIA M. OMS
CHIEF DEPUTY

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS
JOHN NAIMO
JUDI E. THOMAS

March 17, 2010

TO: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich
Maria M. Oms
FOR

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **DEPARTMENT OF CHILDREN AND FAMILY SERVICES GROUP
HOME MONITORING STATUS REPORT FOR JULY 1, 2009 THROUGH
DECEMBER 31, 2009 (Board Agenda Item No. 3, April 14, 2009)**

At the April 14, 2009 meeting, your Board instructed the Department of Children and Family Services (DCFS), in conjunction with the Auditor-Controller (A-C), and the Chief Executive Officer to transition the Group Home (GH) program monitoring responsibility to DCFS. The purpose of the program monitoring reviews is to evaluate each GH's compliance with the County contract and California Department of Social Services (CDSS) Title 22 regulations.

Your Board also instructed the A-C to provide semi-annual status reports during the first two years that DCFS has primary responsibility for GH program monitoring. The reports should include DCFS' efforts to effectively monitor the GH contractors' compliance with the County contract and DCFS' efforts to follow-up with the GH contractors to ensure that recommendations were appropriately implemented. This is our first semi-annual report.

Results of Review

Overall, DCFS established the appropriate protocols to effectively monitor their GH contractors and report the results to your Board. DCFS' monitoring protocols are similar to the protocols that we followed in conducting GH monitoring reviews and cover the same key contractual areas such as reviewing the children's Needs and Services Plans,

psychotropic medication requirements, timeliness of children's medical and dental examinations and ensuring all GH staff obtained criminal and child abuse clearances. The monitoring protocols also include facility site inspections, child interviews and procedures for following-up on prior recommendations.

Currently, the County has 85 GH contractors. Of the 85 GHs, 44 GHs provide services to DCFS-placed children, 16 GHs provide services to Probation Department-placed children, and 25 GHs provide services to both DCFS- and Probation-placed children. DCFS indicated they plan to perform program monitoring reviews for the 69 GHs (44 GHs + 25 GHs) with DCFS children at least once during a 12-month period.

During the review period (July 1, 2009 - December 31, 2009), DCFS completed two monitoring reviews and issued two reports to your Board. In addition, 25 other reviews were in various stages of completion. For the two monitoring reviews that were completed, DCFS effectively monitored the GH's compliance with the County contract and CDSS Title 22 regulations and followed-up on the implementation status of the recommendations contained in the A-C's prior reports.

DCFS' monitoring plan did not include monitoring GHs with Probation children only and Probation has not established protocols to monitor these GHs. Prior to transferring the GH monitoring function to DCFS, the A-C staff monitored all GHs, including GHs that only provided services to Probation children.

Probation indicated that they are currently investigating GHs based on Special Incident Reports received from the GHs and that they conduct limited reviews of Probation GHs on a quarterly basis. Probation also indicated that they are in the process of establishing the program monitoring protocols necessary to address this Board motion and expect to begin their GH program reviews in July 2010. DCFS indicated that they will assist Probation in monitoring the GHs with Probation children until Probation establishes the capability to effectively monitor the GHs themselves.

To ensure all GHs are properly monitored, we recommend that: (1) Probation establish protocols to monitor the 16 GHs with Probation-placed children; and (2) Probation and DCFS develop a plan and coordinate the monitoring reviews of the 25 GHs that provide services to both DCFS- and Probation-placed children.

The details of our review are attached.

Review of Report

We discussed our report with DCFS and Probation management on February 10, 2010 and March 10, 2010. Both Departments agree with our report and will continue their efforts to monitor GHs for program contract compliance.

We thank DCFS and Probation management and staff for their responsiveness, cooperation and assistance during our review. Please call me if you have any questions, or your staff may contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA

Attachments

- c: William T Fujioka, Chief Executive Officer
- Sachi A. Hamai, Executive Officer, Board of Supervisors
- Patricia S. Ploehn, Director, Department of Children and Family Services
- Calvin C. Remington, Acting Chief Probation Officer
- Public Information Office
- Children's Deputies
- Audit Committee

**GROUP HOME MONITORING STATUS REPORT
FISCAL YEAR 2009-2010
JULY 1, 2009 THROUGH DECEMBER 31, 2009**

Background

In 1998, your Board instructed all Group Home (GH) monitoring functions, including those handled by the Department of Children and Family Services (DCFS) and the Probation Department (Probation), be placed with the Auditor-Controller (A-C). The Board was concerned about several deficiencies in DCFS' GH monitoring efforts cited in the 1996-97 Grand Jury Report. In collaboration with DCFS, the A-C established a GH Monitoring Unit. The A-C monitored each GH site annually and issued monitoring reports to your Board. The purpose of the program monitoring reviews was to evaluate each GH's compliance with the County contract and California Department of Social Services (CDSS) Title 22 regulations.

In June 2005, DCFS began monitoring GH contractors on performance outcomes in the areas of child safety, permanency and well being. This resulted in both DCFS and the A-C jointly monitoring the GH contractors. In December 2008, DCFS indicated that their managers and staff were ready to assume full responsibility to monitor GH contractors. Working in collaboration with the A-C and the Chief Executive Office, DCFS assumed the primary responsibility for program monitoring of GHs beginning July 1, 2009.

Methodology

Our review included evaluating DCFS' GH monitoring instruments, monitoring plan and reporting process. We also reviewed DCFS' process for following-up on the implementation status of prior A-C recommendations and reviewed the two reports that DCFS issued to your Board during the review period. In addition, we interviewed DCFS and Probation managers and discussed Probation's future plans to monitor the GH contractors.

Monitoring Instruments

Overall, the monitoring instruments that DCFS developed to monitor the GHs cover the key contractual requirements. The areas are similar to the areas that we monitored during our visits to the GHs.

During July and August 2009, DCFS developed the monitoring instruments for their GH monitoring staff and provided them training on how to conduct and document the GH monitoring reviews. The monitoring instruments appropriately included the following nine key contractual areas:

- Licensure/contract requirements (children's transportation, licensing capacity, disaster drills, Special Incident Reports, etc.)

- Facility and environment (home inspections, recreation equipment, reading and educational resources, food supplies, etc.)
- Program services (Needs and Services Plans, therapeutic services, etc.)
- Education and emancipation (report cards, emancipation and vocational training programs, etc.)
- Recreation and activities (extra-curricular activities, social activities, etc.)
- Children's health related services including psychotropic medications (dental and medical visits, medication logs, etc.)
- Children's personal rights (children interviews, sufficient food, transportation, etc.)
- Clothing and allowances (quantity and quality of clothing, minimum monetary allowance, etc.)
- Personnel Records (qualifications, criminal and child abuse clearances, health screenings, etc.)

Probation management indicated that they plan to review the same nine key contractual areas. However, as of February 2010, Probation is in the process of developing their GH monitoring instruments, which they will begin using in July 2010. During the next evaluation period, we will work with Probation to ensure that their GH monitoring instruments include reviewing the key contractual areas.

DCFS and Probation Monitoring Plan

Currently, the County has 85 GH contractors. Of the 85 GHs, 44 GHs provide services to DCFS-placed children, 16 GHs provide services to Probation-placed children, and 25 GHs provide services to both DCFS- and Probation-placed children.

DCFS indicated that they plan to monitor the 69 GHs (44 GHs + 25 GHs) with DCFS children at least once during a 12-month period. During the review period (July 1, 2009 - December 31, 2009), DCFS started 27 GH monitoring reviews (Attachment). The following is the status of the 27 reviews:

- The fieldwork for 16 (59%) of the 27 reviews is in progress.
- The draft reports for nine (33%) of the 27 reviews are under review.
- The final reports for two (7%) of the 27 reviews were issued to your Board and posted on DCFS' website.

For the two monitoring reviews that DCFS completed, with reports issued to your Board, DCFS effectively monitored the GH's compliance with the County contract and CDSS Title 22 regulations. The reviews also included a follow-up on the implementation status of prior A-C recommendations. DCFS management indicated they will complete the fieldwork for the remaining 42 (69 - 27) GH monitoring reviews by August 31, 2010 (Attachment).

DCFS' monitoring plan did not include monitoring GHs with Probation children only. Prior to transferring the GH monitoring function to DCFS, the A-C staff monitored all GHs, including GHs that only provided services to Probation children. Probation has

not yet established protocols to monitor the 16 GHs with Probation-placed children or how they plan to coordinate with DCFS the monitoring reviews of the 25 GHs that provide services to both DCFS- and Probation-placed children. Probation indicated that they are currently investigating GHs based on Special Incident Reports received from the GHs and that they conduct limited reviews of Probation GHs on a quarterly basis. Probation also indicated that they are in the process of establishing the program monitoring protocols necessary to address this Board motion and expect to begin their GH program reviews in July 2010. DCFS indicated that they will assist Probation in monitoring the GHs with Probation children until Probation establishes the capability to effectively monitor the GHs themselves.

During the next monitoring period, we will report on DCFS' and Probation's efforts to ensure all GHs are properly monitored, including: (1) Probation's protocols to monitor the 16 GHs with Probation-placed children; and (2) Probation's and DCFS' plan to coordinate the monitoring reviews of the 25 GHs that provide services to both DCFS- and Probation-placed children.

DCFS Monitoring Reports

The report format that DCFS developed effectively reports the results of their individual monitoring reviews to your Board. The report format highlights the areas where GH contractors were not in compliance with County contract requirements as well as areas where the GH contractors were in compliance and covers the nine key contractual areas noted above. The report format also contains DCFS' recommendations for corrective action and includes DCFS' follow-up on the implementation status of prior monitoring recommendations. DCFS also attaches the GH contractors' corrective action plans to their reports. In addition, DCFS posts the final reports on the internet at <http://www.lacdcfs.org/aboutus/GHCompMon.html>.

Probation has not yet developed a process to report the results of their GH monitoring reviews to your Board.

Next Steps

For our next semi-annual report, we will report on DCFS' and Probation's progress in completing their planned GH reviews. We will also work with Probation to ensure their reviews include the nine key contractual areas, the results are reported to your Board and that they follow-up with the GHs on the implementation status of prior monitoring recommendations. We will also report back on any issues DCFS and Probation experience in completing the planned reviews. We expect to issue our next semi-annual report covering the period January 1, 2010 through June 30, 2010 by August 31, 2010.

**Status of DCFS Group Home Monitoring Reviews
As of December 31, 2009**

#	Group Home	Scheduled Monitoring Date	Status
1	West Covina Group Home	September-09	Review Completed
2	Cunningham's Group Home	September-09	Review Completed
3	Dubnoff Center	September-09 *	Finalizing Report
4	New Outlook Boys Home	September-09 *	Finalizing Report
5	Children Are Our Future	September-09	Finalizing Report
6	Hillsides Home for Children	September-09	Finalizing Report
7	Fred Jefferson Memorial Home	September-09	Finalizing Report
8	Luvlee's Residential Care/New Dawn	September-09	Finalizing Report
9	Los Angeles Youth Network	September-09	Fieldwork in Progress
10	Childhelp USA	September-09	Fieldwork in Progress
11	Sand Hill Group Home	September-09	Fieldwork in Progress
12	David And Margaret Home	October-09	Fieldwork in Progress
13	Homes of Hope Group Home	November-09	Finalizing Report
14	Ettie Lee Home	November-09	Finalizing Report
15	Turmont Home for Boys	November-09	Finalizing Report
16	Dream Home Care Inc.	November-09	Fieldwork in Progress
17	Washington-Hancock	November-09	Fieldwork in Progress
18	Hathaway-Sycamores	November-09	Fieldwork in Progress
19	Teen's Happy Homes	November-09	Fieldwork in Progress
20	Counseling and Research/Masada Homes	November-09	Fieldwork in Progress
21	Olive Crest Treatment Center	November-09	Fieldwork in Progress
22	Pioneer Boys Ranch	November-09	Fieldwork in Progress
23	Bourne	December-09	Fieldwork in Progress
24	Boys Town	December-09	Fieldwork in Progress
25	O'Connor and Atkins Home	December-09	Fieldwork in Progress
26	Perfect Image Youth Center	December-09	Fieldwork in Progress
27	South Bay Bright Future	December-09	Fieldwork in Progress
28	Le Roy Haynes Center	January-10	N/A
29	Mary's Shelter Dependent Program	January-10	N/A
30	Mozell Pennington Boys Center	January-10	N/A
31	Children's Homes of Southern California	January-10	N/A
32	Orange County Children's Foundation	February-10	N/A
33	Deliaann Lucile Corporation	February-10	N/A
34	Bayfront Youth and Family Services	February-10	N/A
35	Vista Del Mar	February-10	N/A
36	Garces Residential	February-10	N/A
37	Eggleston Youth Center	February-10	N/A
38	Project Six/Health Group	February-10	N/A
39	Rosemary Children's Services	February-10	N/A
40	Junior Blind of America	February-10	N/A
41	Fields Comprehensive Youth Services	February-10	N/A

* Reviews started August 27, 2009

**Status of DCFS Group Home Monitoring Reviews
As of December 31, 2009**

#	Group Home	Scheduled Monitoring Date	Status
42	Fleming and Barnes Dimondale Adolescent	March-10	N/A
43	Macro Homes	March-10	N/A
44	Downs and Martin Children Services	March-10	N/A
45	Casa Editha Foundation/Ava Lyns Group Home	March-10	N/A
46	Careprovider Organization Foundation	March-10	N/A
47	Saint Anne's Maternity Home	March-10	N/A
48	Five Acres	March-10	N/A
49	Little People World	April-10	N/A
50	Penny Lane	April-10	N/A
51	Murrell's Farm Boys Home	April-10	N/A
52	Moore's Cottage	April-10	N/A
53	T & T Home for Boys	April-10	N/A
54	Teens Happy Homes	April-10	N/A
55	Dream Catcher Foundation	May-10	N/A
56	Lifecircles Group Home	May-10	N/A
57	Florence Crittenton	June-10	N/A
58	Maryvale	June-10	N/A
59	Pinnacle Foundation	June-10	N/A
60	Phoenix House LA	June-10	N/A
61	Human Services Network	June-10	N/A
62	Paragon Center	July-10	N/A
63	Aviva Center/Hamburger Home	July-10	N/A
64	San Gabriel Children's Center	July-10	N/A
65	Diakonia Inc.	July-10	N/A
66	B and I Group Home	August-10	N/A
67	Mckinley Children's Center	August-10	N/A
68	Heritage Group Homes	August-10	N/A
69	Dangerfield Group Home	August-10	N/A